JOB DESCRIPTION

Job Title: Database Executive

Accountable to: Head of Donor Support Services

Salary: £26,000 - £28,000 depending on experience

Location: Broadway House, Stanmore

Hours: 35 hours

Contract: Permanent

JOB OVERVIEW

This is a critical role to enhance our supporter experience with Norwood and provide database and data services to the Fundraising and Community Engagement department. As a department, we share a common goal to maintain up-to-date, relevant, and meaningful information on all our supporters.

The post holder will be the go-to data and insight lead who will assist with continuously reviewing and updating our database and data processes. The focus of this role is to carry out regular database health checks, to update supporter records and to ensure consistency and accuracy of data. Additionally, they will also support colleagues in the department and around Norwood in their use of the database to enhance engagement, donations, and marketing for our supporters.

MAIN DUTIES AND RESPONSIBILITIES

1. Assist the Head of Donor Support Services with data entry, processing, and data manipulation

2. Carry out data cleaning, and database health-checking processes, ensuring that data is regularly cleaned and that duplicate supporter records are merged.

3. Support the department in their use of the Raiser's Edge database and keep training guides up to date to ensure best practice use of this resource.

4. To improve and develop new processes for the use of data to support the fundraising strategy.

5. Assist the Head of Donor Support Services with analysis, insight, and reporting of fundraising data.

6. Import all electronic data from various sources to the database using Import'omatic and Raiser's Edge import functions.

7. Prepare data for fundraising marketing and communications and monitor email bounce-backs and out-of-office messages to keep supporter records up to date.

8. Ensure data used for fundraising complies with Norwood's GDPR and direct marketing policies and ensure adherence to the Fundraising Regulator Code of Practice.

9. Good communication skills both verbal and written build relationships with stakeholders and donors.

10. Provide support for emerging priorities, as agreed with your line manager, for example assisting colleagues in the Donor Support Services team with data input during and after fundraising events and appeal launches.

11. Assist at evening or weekend fundraising events, including the Annual Dinner.

12. Be an active member of the Fundraising and Community Engagement department and work on any other initiatives as required.

General

1. To maintain the standard of dress that is appropriate to the role and in accordance with the organisations' dress policy.

2. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.

3. To attend regular supervision sessions with the line manager, regular team meetings and undertake relevant training as and when required.

4. To take all reasonable care of the health and safety of themselves and of other persons who may be affected by their acts or omissions.

5. By duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as its necessary to enable that duty or requirement to be performed or complied with.

6. To report to the Health and Safety Manager either serious risks or your concerns over safety issues.

7. Too work collaboratively with volunteers to ensure that their contribution enhances the quality of service provision and support across the organisation.

8. To work at any other Norwood location, as and when required.

9. To undertake any other duties which are consistent with the post.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the department.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	• Advanced user of a database or CRM. Experience as a data administrator or similar role involving manipulating data • Some experience of running queries and reports and exporting data • Some experience of running data health routines • Proficiency in Microsoft Excel to an intermediate level	• Experience of working in the charity sector • Experience of Raiser's Edge • Experience of using Import'Omatic • Experience of writing process guides or other user documentation • Experience of training or supporting system users • Working with volunteers
QUALIFICATIONS	• Educated to A Level or equivalent	
KNOWLEDGE AND SKILLS	I • Understanding of relational databases • Excellent IT skills and analytical mindset • Able to follow complex instructions and processes • Excellent literacy and numeracy skills • Good interpersonal skills • Good understanding of GDPR • Proficient in managing sensitive information	• Advanced Excel skills • Knowledge of the Fundraising Regulator Code of Practice
PERSONAL CIRCUMSTANCES AND	• High levels of accuracy and attention to detail	

| ATTRIBUTES | Ability to undertake daily work efficiently and able to remain focused Good interpersonal skills and ability to work interdisciplinary across teams Adaptable and flexible, whilst maintaining focus and achieving deadlines Able to work effectively under pressure and to prioritise work Knowledge of or willingness to learn about Jewish Culture | |